



DC Department of Motor Vehicles

Annual Report for the Asian and Pacific Islander Initiative

October 1, 2001- September 30, 2002 (FY2001)

Executive Summary

The DC Department of Motor Vehicles (DC DMV) is committed to fairly and equitably developing, administering, and enforcing the vehicular laws of the District by educating its residents, creating multiple methods of interaction, and designing a customer friendly organization.

In support of the Mayor's five-part initiative, the DC DMV Asian and Pacific Islander Action plan is designed to increase the level of service provided to the API community. DC DMV recognizes the need for this segment of our community to maintain their sense of independence and to be extended the same considerations and services as other District residents. In that vein, our goal is to:

1. Implement targeted recruitment activities to increase the number of API employees and/or employees that speak API languages
2. Partner with Community Based Organizations as a way of identifying and approving services for the API community
3. Develop and implement an outreach plan to the API community
4. Translate safety and routine service material into Chinese and Vietnamese.

Fiscal year (FY) 2002 was a better year for DC DMV. Though met with obstacles, we were able to meet many of our goals. Through the implementation of the Destiny program, we hired 11 API employees, participated in the first Annual API town hall meeting, translated two service-oriented brochures, and attended training on how to better communicate with Limited English Speaking (LEP) customers. Recently assigned to the agency, our Fellow (Mayor's Capital City Fellowship Program) is fluent in Mandarin Chinese.

We are optimistic about the coming year as realistic goals have been set and funding allotted for each. In FY 2003, DC DMV will take a much more concentrated approach to recruiting API candidates. We want to organize a task force as a means of measuring our effectiveness and reach into the community. As an agency, we are committed to active and aggressive inclusion of all District residents.

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Introduction

The DC DMV is responsible for licensing drivers, vehicle registration, inspections, traffic adjudication, ticket payment collection and the enforcement of vehicular laws. We have worked diligently to rebuild the public's trust and improve its public image through major customer service initiatives.

Some of our significant customer service improvements include the opening of three satellite offices: The Shops at Georgetown Park, DMV at Brentwood Square and Penn Branch Shopping Center. We have increased our accessibility by offering Saturday hours (Georgetown, Brentwood and the Municipal Center). Embracing new technology, we implemented Project Destiny. Project Destiny is the full replacement of the Motor Vehicle Information System, integrating Permits and Registration into one with enhanced online functions. Reducing wait times, our customers can now renew their registration online. Parking tickets can now be paid online. DC DMV approved 14 vehicle re-inspection sites throughout the District. We also consolidated the registration sticker and residential parking permit to increase efficiency and prevent theft.

While we are proud of the many accomplishments, we realize that there is still room for improvement. We want to ensure the integrity of the agency and its operations through the standardization and enforcement of procedure and internal controls. In FY 2003, it is our goal to continue to work on improving overall customer satisfaction in every functional area.

Accomplishments/Outstanding Tasks

Objective 1: Translation of Materials: The DC DMV translated two of the service-oriented brochures in time for the First Annual API Town Hall meeting. We were pleased to accommodate this segment of our community. Unfortunately, DC DMV was later informed that the translations were poor quality and actually wrong in some instances. We have since solicited quotes from vendors recommended by the Mayor's Office on Asian and Pacific Islander Affairs. We are confident that our second attempt will produce better results. Those materials will be available by early December.

The translation of our business materials is still outstanding. DC DMV produces a Commercial Drivers License (CDL) manual. The CDL manual contains over 200 pages. The resources are not available to translate such a large document into Chinese and Korean at this time.

Objective 2: Diversifying Workforce: Currently DMV employs 13 API employees, 11 of which are assigned to Project Destiny. The remaining two, Mr. Taun Vortoung and Ms. Yi-Ru Chen, are recent hires. Mr. Vortoung works in our IT department while Ms. Chen is the Fellow assigned to us through the Mayor's Capital City Fellowship program. Ms. Chen reports to our Deputy Director. Ms. Chen also speaks fluent Mandarin Chinese.

DC DMV has an ongoing recruitment effort to hire API candidates. Unfortunately, there have not been any API candidates to apply for any DC DMV vacancies. We have reevaluated our approach and have committed resources towards advertising our vacancies in API newspapers.

Objective 3: API Outreach: DC DMV has not been successful in getting this initiative off the ground. Our goal was to develop an outreach campaign highlighting driver safety issues. The effort was to be incorporated into DC DMV's Second Annual Safety Week. However, it was determined that such a forum would not produce a significant impact for the targeted audience. We realize the cultural differences that exist. These differences can directly affect the type of service both received and delivered. In that vein our goal is to organize a taskforce between DC DMV and the API Community-based organizations. The taskforce would meet quarterly to offer suggestions on how DC DMV can improve services and identify new services for the API community.

Objective 4: Community Partnerships: In FY 2002, DC DMV was diligent about disseminating information to the API community. Our goal was to ensure that timely and accurate information reached the API LEP. This year DC DMV will build on that. As an agency, customers often ask us to host workshops or to come speak to their organizations. We have always responded positively. DC DMV now offers two workshops, *How to apply for a License or Non-Drivers ID Card under Non-Immigrant Visa Status* and *Understanding the Graduated License (GRAD) Program*. Persons interested in having us come to their CBO must provide the forum and translator, if necessary.

Lessons Learned

DC DMV has learned to better utilize the Mayor's Office on Asian and Pacific Islander Affairs. We have found the quarterly meetings to be both informative and enlightening. Although the lack of funding threatens the scope to which we can service the community, we have learned to be resourceful and creative.

Future Plan

Objective	Overall Task	Start Date	Due Date	Status
Translation of Materials/Information	Translate 3 flyers into Korean, Chinese, and Vietnamese	Present	11/22/02	Getting quotes
Diversifying the Workforce	Advertise in API newspapers once a month for 6 months	11/02	5/02	Need to identify the two major newspapers in the API community
Community Partnership	Inform API community of DMV initiatives via API media outlets			Active and ongoing
	Offer relevant workshops	10/02	10/02	Active and ongoing
API Community Outreach	Create a DMV Taskforce designed to meet API community needs	11/02	11/02	Plan to meet with API Taskforce late-December
Others (Specify)				